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# QUALITY MANAGEMENT POLICY

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# QUALITY MANAGEMENT POLICY

## Content

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## 1. GENERAL OBJECTIVE

Establish the guidelines to follow and the obligations to fulfill in order to ensure the high quality of our solutions and services for our clients.

## 2. GENERAL CONSIDERATIONS

Beesion Technologies is a leader in telecommunications software. Since 2008, Beesion's BSS applications have empowered leading telecommunications companies in more than 20 countries, helping them to launch new digital services to the market, personalize subscriber interactions, and improve and automate post-sales processes.

Beesion has more than 30 low-code software applications that can be quickly customized and used across a wide range of industries, beyond telecommunications.


The management of Beesion Technologies establishes its firm commitment to providing quality solutions and services, based on compliance with requirements and continuous improvement. To achieve this, we have decided to establish and maintain a management system based on the ISO 9001:2015 standard.

This commitment is founded on:

- **Our clients:** We make sure to understand and accompany our clients — that is our greatest motivation. It allows us to know their needs, challenges, and concerns, offering them expertise and flexibility for the implementation and post-sales support of integrated solutions.
- **Our people:** We are firmly committed to maintaining and enhancing the skills and competencies of our collaborators to develop, implement, and deliver innovative technology services.
- **Our partners:** We share and collaborate with leading providers in the market to offer the highest quality solutions and services. We work in partnership with major companies around the world to achieve the best results..

## 3. SCOPE

Applicable to all Beesion employees and third parties who interact with Beesion Technologies.

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## 4. DEFINITIONS

Incorporate the requirements and principles of the ISO 9001:2015 standard into Beesion's processes, based on risk-based thinking.

- **Plan:** Establish the objectives of the Quality Management System and its processes. Define and provide the necessary resources to generate and deliver results aligned with customer requirements and organizational policies.
- **Do:** Implement what has been planned.
- **Check:** Monitor and measure processes.
- **Act:** Take actions to improve performance.

## 5. ROLES

Management is responsible for defining and enforcing the guidelines and obligations established in the company's Quality Policy.

Managers and team leaders are responsible for implementing and ensuring compliance with the policy within their respective teams.

The Quality Management System (QMS) Representative is responsible for:


- Keeping the Quality Policy up to date.
- Leading effective quality management of the company's processes.
- Evaluating and coordinating the implementation of specific controls for Beesion's quality processes.

## 6. QUALITY MANAGEMENT

Beesion is a global company committed to the continuous improvement of its processes and the training of its professionals to ensure the high quality of its products (software solutions) and services to clients.

To achieve this, we implement the requirements of the ISO 9001:2015 standard in the company's processes, always assessing risks to ensure an effective management system. This ongoing evaluation of risks and opportunities drives the definition of our quality objectives.

We continuously seek to improve customer satisfaction by complying with applicable legal and regulatory requirements for the products and services we provide.

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## 7. PROGRESSIVE CERTIFICATION BY AREAS

The ISO 9001 certification at Beesion Technologies is implemented progressively by company areas, according to their nature and processes.

Each area that decides to certify its scope must prepare its own alignment document, translating the commitments of the General Quality Policy into concrete actions for its specific activities.

In this way, corporate consistency is ensured while maintaining local relevance in each certified process.

## 8. COMMUNICATION, AVAILABILITY, AND AWARENESS OF THE POLICY

Top Management ensures that this Quality Policy is maintained as documented information, communicated, and made available to relevant internal and external interested parties.

Management is responsible for ensuring that all persons working under Beesion Technologies' control are aware of this Quality Policy and understand how their work contributes to the effectiveness of the Quality Management System. This is achieved through staff training and the guidelines defined in this policy.

## 9. CHANGE CONTROL

VERSION	DATE	REQUESTED BY	CHANGE
1.0	19/Sep/2025	COO	Creation